Province of the
EASTERN CAPE
EDUCATION

NATIONAL SENIOR CERTIFICATE

GRADE 12

MARCH 2026

BUSINESS STUDIES

MARKS: 100

TIME: 1.5 Hrs

This question paper consists of 8 pages.

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. This question paper consists of THREE sections and covers TWO main topics.
   SECTION A: COMPULSORY
   SECTION B: Consists of THREE questions.
   Answer any TWO of the three questions in this section.
   SECTION C: Consists of TWO questions.
   Answer any ONE of the two questions in this section.

2. Read the instructions for each question carefully and take note of what is required.

   Note that ONLY the first TWO questions in SECTION B and the FIRST question in SECTION C will be marked.

3. Number the answers correctly according to the numbering system used in this question paper. NO marks will be awarded for answers that are numbered incorrectly.

4. Except where other instructions are given, answers must be written in full sentences.

5. Use the mark allocation and nature of each question to determine the length and depth of an answer.

6. Use the table below as a guide for mark and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME (minutes)
A: Objective-type questions COMPULSORY	**1**	**20**	**20**
B: THREE direct/indirect-type questions CHOICE: Answer any TWO.	**2**	**20**	**40**
	3	**20**	
	4	**20**	
C: TWO essay-type questions CHOICE: Answer any ONE.	**5**	**40**	**30**
	6	**40**	
TOTAL		**150**	**90**

7. Begin the answer to EACH question on a NEW page, for example QUESTION 1 – new page, QUESTION 2 – new page, et cetera.

8. You may use a non-programmable calculator.

9. Write neatly and legibly.

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SECTION A (COMPULSORY)

QUESTION 1

1.1 Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A-D) next to the question numbers (1.1.1 to 1.1.5) in the ANSWER BOOK, e.g. 1.1.6 D.

1.1.1 This Act encourages businesses to invest in the education and training of the South African workforce:

A Employment Equity Act (EEA), 1998 (Act 55 of 1998)
B Skills Development Act (SDA), 1998 (Act 97 of 1998)
C Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997)
D Labour Relations Act (LRA), 1995 (Act 66 of 1995)

1.1.2 Businesses are required to contribute to the … fund as a compulsory fringe benefit.

A pension
B medical aid
C provident
D unemployment insurance

1.1.3 The process of matching an employee's skills and abilities with the requirements of a job:

A Recruitment
B Selection
C Placement
D Induction

1.1.4 Nkosi, an employee at Nation Games, often takes extended lunch breaks. This is an example of … as a type of unprofessional business practice.

A sexual harassment
B abuse of work time
C authorised use of work time
D abuse of power

1.1.5 A business requests a panel of experts to complete a set of questionnaires to solve a complex problem. This refers to …

A Delphi technique.
B brainstorming session
C empty-chair technique.
D forced combinations.

(5 x 2) **(10)**

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1.2 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–J) next to the question numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 K.

COLUMN A		COLUMN B	
1.2.1	Compensation for Occupational Injuries and Diseases Amendment Act, 1997 (Act 61 of 1997)	A	linking the expectations of a position and the competencies of a new employee
1.2.2	Black Economic Empowerment	B	forms part of the employees' code of conduct
1.2.3	Placement procedure	C	generates and critically evaluates alternative solutions
1.2.4	Professional behaviour	D	provides protection to employees who become disabled due to a workplace accident
1.2.5	Problem-solving	E	benefited only a few previously disadvantaged people
		F	linking the expectations of a position and the remuneration paid to a new employee
		G	provides protection to employees who are unfairly dismissed in the workplace
		H	consider various alternatives before deciding on the best one
		I	benefited a broader base of previously disadvantaged people
		J	applying a code of conduct of a business

(5 x 2) (10)

SECTION B

Answer any TWO questions from this section

NOTE: Clearly indicate the QUESTION NUMBER of each question that you choose. The answer to EACH question must start on a NEW page, e.g. QUESTION 2 on a NEW page, QUESTION 3 on a NEW page.

QUESTION 2:BUSINESS ENVIRONMENT

2.1 Name any TWO provisions of the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (2)

2.2 Outline the rights of consumers in terms of the National Credit Act (NCA), 2005 (Act 34 of 2005). (4)

2.3 Read the scenario below and answer the questions that follow.

SIZWE TRADERS (ST)
Meat Market Ltd specialises in supplying fresh meat to customers. The company gave some of its shares to their previously disadvantaged employees. They were also offered learnership programmes.

Identify TWO pillars of the Act implemented by Sizwe Traders in the scenario above and motivate by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.2.2.

PILLAR	MOTIVATION

(6)

2.4 Discuss the impact of the Labour Relations Act (LRA), 1995 (Act 66 of 1995) on businesses. (4)

2.5 Suggest ways in which businesses could comply with the Employment Equity Act (EEA), 1998 (Act 55 of 1998). (4)

[20]

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QUESTION 3 BUSINESS OPERATIONS

3.1 Name the TWO components of job analysis. (2)

3.2 Outline the difference between piecemeal and time-related salary determination methods. (4)

3.3 Read the scenario below and answer the questions that follow.

MANDLA HARDWARES (MH)

Mandla Hardware offers attractive fringe benefit packages in order to reduce employee turnover. MH encourages employees to attend training programmes. Employees are also loyal and willing to go the extra mile.

3.3.1 Quote TWO advantages of fringe benefits that are applicable to MH from the scenario above. (2)

3.3.2 Explain other advantages of fringe benefits for businesses. (4)

3.4 Discuss the benefits of induction for businesses. (4)

3.5 Advice businesses on the implications of the Skill Development Act on the Human Resources Function. (4)

[20]

QUESTION 4: BUSINESS ROLES (Ethics and Professionalism & Creative-thinking and problem solving)

4.1 Give any TWO examples of ethical business practice. (2)

4.2 Outline the advantages of creative thinking in the workplace. (4)

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4.3 Read the scenario below and answer the questions that follow.

NOLITHA ENTERPRISE(NE)
Nolitha Enterprise requested a panel of experts to solve their complex business problem by completing a questionnaire. NE also decided that each employee should silently generate ideas before sharing them with their employees

4.3.1 Identify TWO problem-solving techniques applied by NE. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.3.1.

PROBLEM-SOLVING TECHNIQUE	MOTIVATIONS
1.	
2.	

(6)

4.4 Explain ways in which businesses could deal with *sexual harassment* as unprofessional business practices: (4)

4.5 Advise businesses on how they can apply brainstorming to solve complex business problems. (4)

[20]

SECTON C

Answer ANY ONE question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of each question chosen. The answer to the question must start on a NEW page, e.g. QUESTION 5 on a NEW page OR QUESTION 6 on a NEW page.

QUESTION 5: BUSINESS OPERATIONS (HUMAN RESOURCE FUNCTION)

Businesses apply the recruitment procedure when advertising vacant positions and they are required to understand the impact of external recruitment. Interviewers need to be aware of their role while conducting interviews. Businesses and employees must familiarise themselves with the reasons for the termination of employment contracts.

Write an essay on the human resources function in which you include the following aspects:

- Outline the recruitment procedure as a human resources activity.
- Explain the impact of external recruitment on businesses.

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- Discuss the role of the interviewer during the interview.
- Advise businesses on reasons for the termination of an employment contract. **(40)**

QUESTION 6 : BUSINESS ROLES (ETHICS AND PROFESSIONALISM)

Businesses have a responsibility to conduct their business activities ethically and professionally by following the King Code principles for good corporate governance. They are required to understand how the various unethical business practices pose challenges to businesses. Businesses are also obligated to conduct their business practices in a professional, responsible, ethical and effective manner.

Write an essay on ethics and professionalism in which you include the following aspects:

- Outline the differences between ethical behaviour and professional behaviour.
- Explain how businesses can apply the following King Code principles of good corporate governance to improve ethical business conduct:
  - Transparency
  - Accountability
- Discuss how the THREE types of unethical business practices pose challenges to businesses.
- Suggest ways in which professional, responsible, ethical and effective business practices should be conducted. **(40)**

TOTAL **100**

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